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**Grace Meng**

**Congress of the United States**

**Sixth District, New York**

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SAFETY CAUCUS  
CO-CHAIR

May 10, 2018

The Honorable Joseph J. Simons  
Chairman  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Dear Chairman Simons:

I write to request that the Federal Trade Commission's (FTC) online complaint assistant<sup>1</sup> be made available to the public in Chinese. I also ask that the 1-877-FTC-HELP hotline be made available in Chinese as well.

Last month, the FTC issued an alert entitled "Scammers Impersonate the Chinese Consulate."<sup>2</sup> This alert notifies the public that scammers pretending to be from the Chinese Consulate are targeting individuals with Chinese last names, and at times doing so through WeChat, a Chinese multi-purpose messaging, social media, and mobile payment app that has over one billion monthly users – 90 percent of whom are Chinese. The targeted population disproportionately speaks Chinese, so much so that the alert was also issued in Chinese.<sup>3</sup> The final paragraph of the alert states: "If you get a call or message...hang up or delete it, and then tell the FTC." Unfortunately, there is no way for many in the Chinese-speaking community to do so.

I thank you for the FTC's work thus far to alert the public to this reprehensible scam. Respectfully, I urge you to extend your efforts one step further and make FTC resources available in the language of targeted populations. I look forward to working with you on this and many other matters in the future.

Sincerely,

  
Grace Meng  
Member of Congress

<sup>1</sup> <https://www.ftccomplaintassistant.gov>

<sup>2</sup> <https://www.consumer.ftc.gov/blog/2018/04/scammers-impersonate-chinese-consulate>

<sup>3</sup> [https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/blog/ftc\\_chinese\\_consulate\\_scam\\_blog\\_post-zhs-final.pdf](https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/blog/ftc_chinese_consulate_scam_blog_post-zhs-final.pdf)